



## ORGANIZATIONAL AND ECONOMIC MECHANISM OF INCREASING THE EFFICIENCY OF SOCIAL SERVICES IN THE NEIGHBORHOOD SYSTEM

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### Abstract

In this article, the factors affecting the development of social services in the neighborhoods, the evaluations given by experts to the factors affecting the development of social services in the neighborhoods, the factors influencing the development of social services using the method of expert evaluation are researched.

**Keywords:** social services, social factors, economic factors, ideological factors, moral-psychological factor, man-made factors, expert assessment.

After gaining independence, our country chose a unique and appropriate way of development and renewal in the economic, social-political, ideological-spiritual spheres. We have made great progress in the past short period of time. A healthy, peaceful social environment, political stability has been created in our country, wide opportunities have been created for citizens to show their abilities and talents, to create, to engage in creativity.

In the past short period, to identify and solve population problems, to introduce an effective cooperation system based on the principle of "Neighborhood - sector - People's Reception - neighborhood", to practically ensure that the neighborhood is a reliable "bridge" between the people and the state, to support families and women, Complex measures were implemented to develop the infrastructure and improve the well-being of the population in the neighborhoods.

Based on the information presented above, this topic becomes relevant.

In the conditions of the transformation of the economy, social services are focused on meeting the growing needs of people in education, health, culture and other areas. In turn, the improvement of people's lifestyle requires the development of provided social services. Evaluation of social services by people starts with focusing on their quality.

Organization of social services at the current stage of society's development causes a constant increase in state expenses. This, in turn, requires effective use of state funds in the implementation of current large-scale reforms. Only by reforming the provided





social services, it is possible to achieve effective use of the financial resources directed to these issues by the state. It is necessary to optimally use foreign experiences based on an innovative approach in reforming the system of social services.

In order to expand social services in neighborhoods, develop social infrastructure in the neighborhood, reduce poverty and improve the lifestyle of the population, the Decree of the President of the Republic of Uzbekistan on March 12, 2021 "On the priority directions of state policy on the development of entrepreneurship in the neighborhood, ensuring employment of the population and reducing poverty" was announced.

According to him, financial support for the implementation of entrepreneurial initiatives of the population, further improvement of the mechanisms of increasing their level of gainful employment, reduction of poverty by bringing the neighborhood work system to a new level, public services and targeted financial support instruments provided in the republic, region, district and cities in order to reduce it directly to the neighborhood level, starting from January 1, 2022, in each town, village, village, as well as in each neighborhood of cities, towns, villages, and villages (hereinafter referred to as neighborhoods) district (city) on the issues of entrepreneurship development, ensuring population employment and reducing poverty ) the position of assistant to the governor was established.

- The following were defined as the main duties and areas of activity of assistant governors:

-Household-by-household study of the socio-economic situation in the neighborhood, including the analysis of the population's employment level, sources of income of families, the state of use of farm land, and their aspirations and needs for gainful employment;

- To assist in the implementation of business projects of business entities, to provide practical support for the expansion of business activities by "customer-oriented" study and solution of existing problems, to organize the effective use of existing instruments and resources;

-Taking into account the internal possibilities of entrepreneurship development in the neighborhood, entrepreneurship specialization and labor resources, determining the factors and directions that encourage its development, ensuring the economic development of the neighborhood by using them;

- By studying the interests of unemployed and unemployed people, especially young people and women, directing them to vocational and entrepreneurship training centers and helping to ensure the employment of graduates;





-Taking measures to provide residents with a permanent source of income by expanding economic cooperation between "leading entrepreneurs" and households in neighborhoods;

«Ижтимоий шартнома» тизими орқали тадбиркорлик қилиш истагида бўлган фуқароларга, жумладан аёллар ва ёшларга кредит ҳамда субсидиялар тақдим этиш;

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- In order to enable unemployed residents of the neighborhood to engage in entrepreneurship and permanent income-generating activities, building a greenhouse for them, drilling vertical irrigation wells for irrigating their land, becoming a member of an agricultural cooperative, purchasing equipment and working tools, paying rent for buildings and structures and assistance in obtaining subsidies for vocational and entrepreneurship studies;

- To organize the solution of the problems that hinder the implementation of business activities (connection to engineering and communication systems and their use, obtaining permits and licenses for the establishment of various activities, allocating empty buildings and land areas for doing business, etc.) by relevant organizations.

A number of works were carried out on the implementation of the tasks defined in the state program "Glorification of human dignity and active neighborhood year". Also, 2022 was the year of a radical change in the field of youth policy in our republic. In particular, a completely new system of "Mahallabay" work with young people, ensuring their employment and meaningful organization of their free time has been launched in our country. In particular, on January 19 of this year, the Decision PQ-92 of the President of the Republic of Uzbekistan "On measures to fundamentally improve the system of working with youth in neighborhoods" was adopted. According to him, in order to introduce new management mechanisms for working with young people, create a vertical system of working with them, solve youth problems directly in neighborhoods, and further increase the effectiveness of spiritual, educational and educational work in educational institutions:

1. The position of youth leader was introduced in each town, village, village, as well as in each neighborhood (hereinafter - neighborhood) in cities, towns, villages and villages.





2. The following were defined as the main tasks of the youth leader in the neighborhood:

Formation of the "Youth Balance", entering the necessary information about the youth into the "Youth Register" and "Youth Portal" electronic platforms, organizing effective work with them;

Meaningful organization of free time of young people in neighborhoods, popularization of national folk games and sports among young people, implementation of Five important initiative projects, youth festivals and other cultural and educational events;

- To increase the social activity of young people, to encourage their talents, talents and initiatives and to help them find their place in life;

-Educating young people in the spirit of patriotism and ensuring their intellectual maturity and spiritual development;

-Systematic work with young people who have a tendency to commit crimes, support social-pedagogical rehabilitation and adaptation of young people released from penal institutions, returning from specialized educational institutions.

In addition, from July 1, the system of providing social services will be gradually introduced in the neighborhoods of Uzbekistan based on a comprehensive approach and the principle of "family" to lift families and women out of poverty. Introduction of social services in the neighborhoods, headed by the deputy prime minister, the republic consisting of the deputy prosecutor general, deputy ministers and heads of departments responsible for social protection of the population, health care, population support, in addition, representatives of the neighborhood and the elderly, representatives of the medical and social services agency coordinated by the headquarters.

The State Committee for Family and Women is a working body of the republican headquarters, and regional headquarters were also established. The headquarters takes measures to establish a system of comprehensive approach to social problems in families, as well as to bring families out of economic poverty and provide them with a source of labor income, to promote a healthy lifestyle, and to communicate with active women.

The neighborhood women's activist (subordinate to the State Committee for Family and Women) has additional tasks:

-Study the situation of each household and determine the real situation of families, their need for social services;

-Development of an individual social protection plan for each family in need of social assistance;







- Constant control over the provision of social services;
- Making recommendations and applications regarding the needs of families for complex and high-tech medical operations, prosthetic-orthopedic goods of disabled persons and other social services;
- Control of the provision of social services by all departments responsible for social protection.

In our opinion, the mechanism for studying and deciding on the need for social services is as follows:

- To study the needs and services provided by active women, as well as the condition of families, and submit information to the regional headquarters every two weeks: the need for social services, the provision of specific social services to families, recommendations and applications in this regard;
- Meeting the needs of families for complex and high-tech operations, prosthetics and orthopedics of disabled persons and other similar social services, as well as monitoring the condition of houses in neighborhoods, providing timely and high-quality social services based on appeals;
- Regional headquarters - summarizes this information and sends it to the republican headquarters within two days. Based on the information received from the coordinating headquarters, organization of provision of targeted social services by a responsible employee - a member of the regional headquarters to families who really need social services within a period of three days.

Also, it is planned to introduce the module "Social service in the neighborhood" within the framework of the Unified Social Protection Register by August 1, 2022, and it is planned to provide preferential loans within the framework of the project "Strengthening the Social Protection System of the Population" with the participation of the International Development Association for working with the module. caught.

In order to organize systematic work with young people in neighborhoods, 1126 youth leaders were selected from a total of 5640 applications through the vacancy.argos.uz platform as candidates for the position of youth leader in 1126 neighborhood citizens' meetings in the region, and they are currently working in neighborhoods.

The tasks of identifying the existing social problems in each neighborhood and taking a comprehensive approach to address them, introducing a system of "family" approach to the population in need of social protection, improving the quality of social services provided, strengthening the responsibility of the ministries and agencies responsible for this, and further developing the system of vocational training for women it is of particular importance to clearly show and carry out work based on a





promising strategy to develop infrastructure in neighborhoods and bring the quality of social services to a new level.

Currently, in the neighborhood system, the issues of increasing the standard of living and well-being of the population, researching the monetary income and expenses of the population, developing family entrepreneurship in the neighborhoods, ensuring the entrepreneurial activity of the population in need of social protection, providing social services to the disabled and their social support are urgent. In our republic, a wide range of activities are being implemented on the basis of targeted programs for social protection of the population and employment of the economically active population in the neighborhoods, increasing their incomes, and providing the necessary labor tools to those who need to work. In turn, this ensures an increase in the monetary income of the population in these neighborhoods.

If we look at the experience of neighboring countries in expanding social services in neighborhoods, reducing poverty and improving the lifestyle of the population, increasing the efficiency of social services, in Kazakhstan, a needy family is assigned guaranteed cash assistance, in which its able-bodied members fully fulfill their "personal work plans" and according to changes in their income it is decided to inform the consultant.

Also, if a needy citizen successfully fulfills contractual obligations in the Russian Federation, his rights at the next stage will be expanded. If the funds are used without purpose, the citizen is obliged to return them in full.

Finland's economy is socially oriented, where it trains unemployed citizens in need in order to provide them with employment. If a citizen receiving unemployment benefits refuses the offered job, the paid unemployment benefit will be reduced by 20.0%, and if this situation is repeated by 40.0%. Economic and employment centers play a major role in stabilizing the situation in the national labor market, that is, the center increases the level of training of workers and prepares personnel specialists who meet the demands of employers. In cooperation with employers, local authorities, educational institutions and public organizations, the centers develop the perspective of professional skill and qualification improvement, organize professional skill improvement and additional training based on the requirements of enterprises. Economic and employment centers provide financial support (financing) of projects related to the improvement of the skills of the population. The workforce of the center directly participates in the management of labor exchanges by testing employees based on the company's application. In addition, the centers are engaged in allocating initial capital to entrepreneurs starting their work. In addition to the development and financing of state projects that help to expand employment, the centers also





perform the task of protecting the interests of workers, supporting the living conditions of immigrants and refugees, and work skills (through training).

In the provision of social services in the neighborhoods of our republic, a social contract is drawn up, in which social services are provided based on the number of family members and the social status of the family (Figure 3.2). Means of providing social services. It consists of providing direct financial assistance, training the population in professions and entrepreneurship, and forming initial capital.

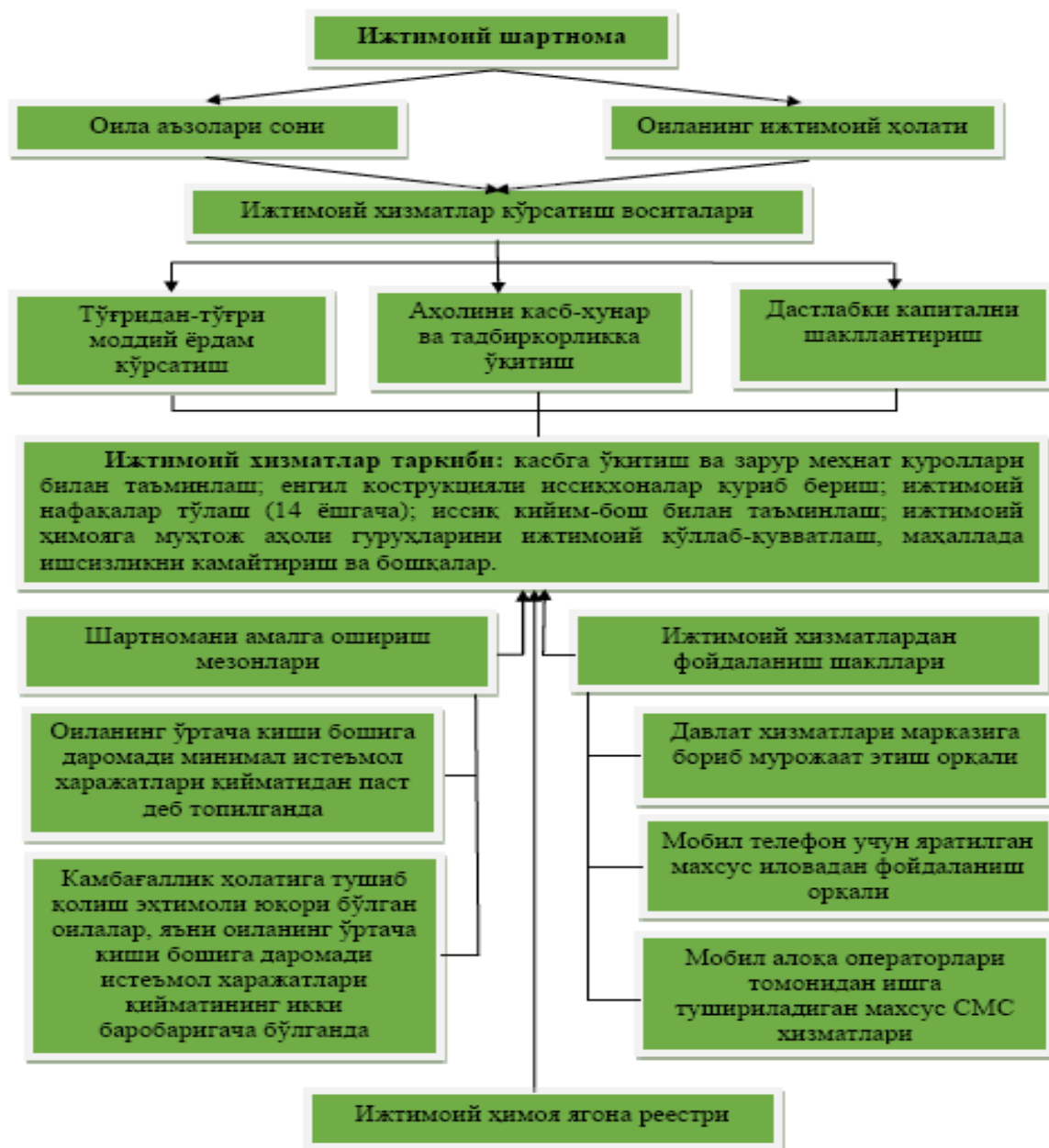


Figure 3.2. Addressed support system for families through "social contract" in neighborhoods



The structure of social services in the neighborhood consists of the following: vocational training and provision of necessary work tools; construction of light construction greenhouses; payment of social benefits (up to the age of 14); provision of warm clothing; social support of population groups in need of social protection, reduction of unemployment in the neighborhood, etc.

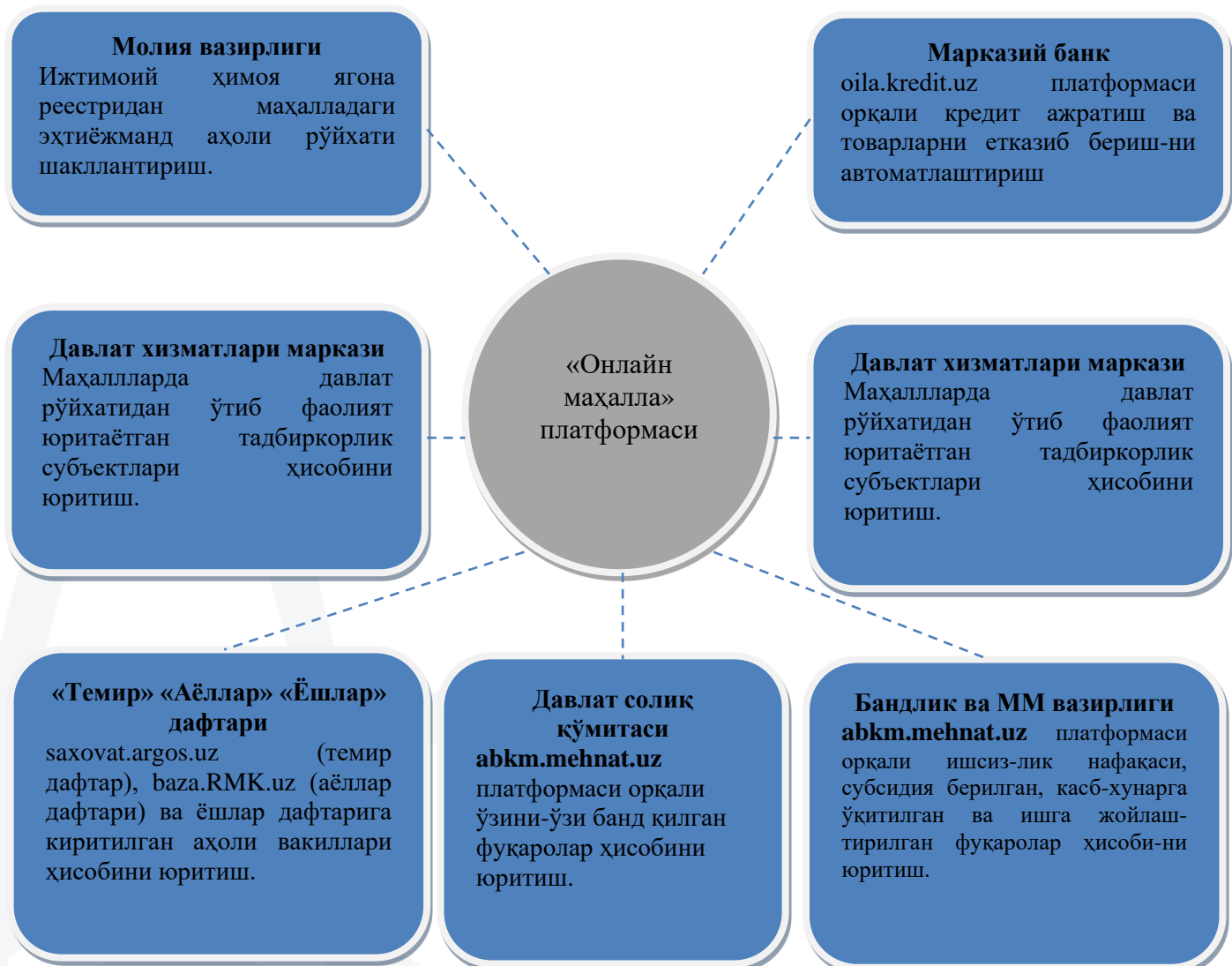


Figure 3.3. Integration of the "Online Mahalla" platform

In the conditions of the innovative development of the economy, it is characterized by the mass introduction of high technologies in all spheres of social life, the emergence of new, modern forms of service leading to the transformation of social services, and the emergence of new trends in the market of social services. In doing so, by forming the integration of the "Online Neighborhood" platform, it creates a basis for the provision of digital social services and diversification of the social services market.





The purpose of forming the integration of the "Online neighborhood" platform in the neighborhood system in our republic is to make it possible to provide services provided by the state on the basis of the principle of "using all services without leaving the neighborhood" without excessive wandering of the population.

The stages of implementation of the integration of the "Online neighborhood" platform are as follows: provision of assistant mayors with tablets; Creation of the "Online neighborhood" platform; to train all assistant governors and monitor their activities and constantly encourage their work.

Forms of applying through the "Online Mahalla" platform consist of applying from a mobile phone through a special application or SMS, applying to the mayor's assistant, and applying to the state service center. The results will be to avoid bureaucracy and red tape, save unnecessary time and costs, and ensure transparency in the provision of public services.

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